

Community Emergency Hub Supervisor

I am responsible for:

- Overseeing everything happening in the Hub to ensure it runs smoothly, efficiently, and meets its objectives.
- Making sure that basic needs of volunteers and affected people are addressed.
- Ensuring that everyone volunteering in the Hub is cared for.

Responsibilities

- Oversee the running of the hub.
- Ensure everyone has what they need to do their job.
- Organise regular team meetings and ensure that the Hub volunteers work as a team.
- Keep a record of all major decisions that are made.
- Work with any media that show up.
- Ensure all volunteers have regular and adequate breaks, and are fed and hydrated.
- Create a roster for people working in the Hub.
- Close the Hub at the end of each day.
- Close the Hub when the community no longer needs it.

Information Coordination

I am responsible for:

- Collecting, confirming, and sharing information.
- Providing everyone with a clear picture of what is happening in the community and the wider area, so the right help can be provided.
- Using the information gathered to prioritise the hub activities.

Responsibilities

- Create and maintain the Situation Board and if possible, display maps with gathered information.
- Determine information needs. What do you need to know?
- Organise the collection of information within the Hub.
- Organise groups to go out to find further information in the community if it is safe to do so.
- Keep the Hub team up to date with what is happening, especially the Hub Supervisor and Public Information person.
- Create Situation Reports (SitReps) that can be relayed to the official response at the Emergency Coordination Centre (ECC) by the person using the radio or email.

Public Information

I am responsible for:

- Setting up noticeboards to display information to the community so people can make informed decisions.
- Maintaining noticeboards with up-to-date verified information.

Responsibilities

- Display important information and advice relevant to the community.
- Work with the Information Coordination team to identify relevant information to display.
- Maintain and update the board regularly.
- Ensure all information on the board is easy to read.
- Work with the media to share appropriate information with the community.

Needs and Offers

I am responsible for:

- Linking up needs and offers – linking people in need of assistance with other people who are able to offer help.
- Updating the Needs and Offers board to link up problems with solutions

Responsibilities

- Address all life-threatening needs immediately by calling 111.
- Set up display boards for Needs and Offers.
- All Needs and Offers posted on the boards need to have:
 - Date & time
 - A clear description of what is needed
 - Name and contact details of the person or organisation posting the message
- Check the new offers or requests for assistance to see whether an existing need or offer matches.
- Display new requests for assistance (Needs) on the board.
- Remove requests when the need has been matched with an offer.
- Display new offers of assistance (Offers) on the board.
- Remove offers when they have been used up or are no longer available.

Community Space

I am responsible for:

- Creating a place where people can be around others for general support or company.
- Creating a place where people can wait for help, information or resources.
- Creating a place where people can offer some assistance or wait to be given a task to do.

Responsibilities

- Set up the community space.
- Help people find information or assistance within the Hub.
- Assist distressed people (but don't attempt to counsel).
- Make tea & coffee and other refreshments available, if possible.

Communications

I am responsible for:

- Receiving information over communication channels.
- Sharing information.

Responsibilities

- Set up a communications area.
- Set up the radio, and any other communications methods.
- Contact the Emergency Coordination Centre and tell them that the Hub is open.
- Monitor communications channels, including broadcast radio.
- Keep a record of all incoming and outgoing messages.
- Pass on all information received to the Information Coordination team.
- Maintain contact with any groups out safely gathering information.

Reception

I am responsible for:

- Creating a reception area at the front entrance to the Hub.
- Providing a friendly welcome to visitors coming to the Hub and directing them to relevant parts of the Hub according to their needs.
- Making sure volunteers are identifiable by a lanyard, coloured vest or name tag.

Responsibilities

- Greet people as they come in the door, and direct them to the part of the Hub that can best deal with their needs.
- Stay calm at all times – expect people to be upset, frustrated or even angry.
- Be honest if you don't know the answer. Try to connect them with someone who might know.
- Try and keep the Reception area tidy and clear of rubbish and debris.
- Ensure that signage remains clearly visible.
- Ensure that Reception volunteers are identifiable.

Building Maintenance

I am responsible for:

- Ensuring the Hub is kept clean and tidy.
- Ensuring the Hub is safe to work in.
- Checking the Hub after any other environment changes that might affect the building.

Responsibilities

- Clean up any hazards – broken glass, debris, and rubbish to avoid people being injured. Always use protective equipment to avoid injury.
- Keep paths and walkways clear.
- Help find resources to make the Hub run smoothly – tables and chairs and other useful equipment from the facility.
- Collect up general rubbish and make sure there are bins for disposal.
- Set up a hygiene station for handwashing with a bucket of water with bleach/detergent/soap if better facilities are not available.
- Ensure tea, coffee, and water is regularly refreshed for staff.
- Set up a safe fenced area for pets that may be bought in.